

## ABSTRACT OF THE DISCLOSURE

A method and system for dealing with non-paying bidders related to network-based transactions are disclosed in which a submission of a complaint to a network-based facility is facilitated. The complaint is related to a party  
5 who has failed to complete a transaction. A resolution of the complaint is facilitated. A record associated with the part is updated if the complaint is not resolved. The record indicates a count of failed transactions related to the party. A submission of a refund request can also be facilitated if the complaint is not resolved.